



**Greater El Paso
Section**

Amigo Quality

Volume 26 Number 5

Welcome to the February 2006 issue of the Newsletter. Your local provider of information and learning opportunities related to quality professionals.

MEMBERSHIP MEETING

LOCATION: Gerardo's at Quality Inn & Suites (6099 Montana Ave.)

REGISTRATION & SOCIAL HOUR: 6:15 p.m.

DATE: February 15, 2006

SPEAKER: Mike Grunsten

TOPIC: Quality Assurance through Accountability

MEETING IS FREE FOR EVERYBODY (MEMBERS OR NON-MEMBERS) AND THE
SPEAKER STARTS AT 6:45 P.M.

If you want to eat, we start our social hour at 6:15 p.m.

DINNER COST: \$10.00

THE CHAIR SPEAKS

HECTOR LUGO

I want to thank David Veloz, Donor Recruitment Director (United Blood Services) for his excellent presentation of History of Blood Collection, which is going to be available in our website (www.asq1401.org/presentations.htm) in a near future for the pleasure of us all.

Our next meeting will be another exciting one because Mike Grunsten is going to share with us his experiences through the different companies and countries he had and we already enjoyed a reading of his presentation in the December 2005 Newsletter.

CERTIFICATION CHAIR

JOE LISSBERGER

The results of the December Certification Exams were posted on the web and it is a great pleasure to announce that the Greater El Paso

Section 1401 had five persons on the list of those that passed their exams.

Those listed were (and have won a dinner at the meeting):

For: Certified Quality Auditor
 Jose Luis Torres
 Fernando Urbina

For: Certified Quality Engineer
 Oscar Cordoba
 Luis M. Gonzalez
 Eduardo A. Lopez

The section extends their sincere congratulations on accomplishing this step in your chosen profession. We hope that there will be many more announcements of this nature in the future.

1. Certification Refresher Classes:

Classes begin in January 7, and will continue in February; we are going to stop before the exam date. If you have any questions, contact Hector Lugo by email h7tetor@hotmail.com or phone at (915) 298-2436.

Exam date: 04-MARCH-06		Application date: 13-JANUARY-06		
CLASS	Day & Time	Fee	Hours	Location
CQT	Sat 8-12	\$25 each session	4	Room #109 @ ATC
CQM	Sat 8-12	\$25 each session	4	Room #109 @ ATC
Note the CQM certification has been replaced by the Certified Manager of Quality / Organizational Excellence (CMQ/OE) and CMQ in chart above				
Exam date: 03-JUNE-06		Application Date: 07-APRIL-06		
CLASS	Day & Time	Fee	Hours	Location
CQE	Sat 8-12	\$25 each session	4	Room #109 @ ATC
CQA	Sat 8-12	\$25 each session	4	Room #109 @ ATC
No classes are planned for the following: CSSBB, CSQE, CRE, CCT, CMI,				

and CQIA. Please advise us if you have a group interested in a class and we will work to make it happen

Discounts are available for companies sending 5 or more people, and we often move the class to your location

The following are some sample questions:

61. "A rating question format where the alternatives increase in comprehensiveness: _____"
62. "A part of system of profound knowledge (SOPK) identified by Dr. Deming: _____"
63. "The most popular discrete data hypothesis testing method: _____"
64. "A tool for monitoring changes that occur within a process by distinguishing special causes from common causes: _____"
65. "This can be result in lack of linkages and integration in a system: _____"

If you want to know the answers, go to the bottom of this document!!!

2. Call for help: Exam Proctoring, Science Fair Judges, and other events requiring helpers:

Contact Joe Lissberger jlissber@elp.rr.com or (915) 831-2892.

3. Special Interest Group Meetings and contact information:

Its purpose is to promote a system of education and training in principles, concepts and practice to enhance the skills and competence of quality professionals for the advancement of continuous improvements in our community.

If you're interested in provide insight into any particular methodology, contact Alfonso Enriquez AEnriquez@lear.com or (915) 787-6077.

ASQ OFFERS GREEN BELT CERTIFICATION

ASQ recently announces the availability of a Six Sigma Green Belt Certification. In looking at the Body of Knowledge, it seems to have less math/statistics than the Black Belt BOK, and does not require a project as a qualification to sit for the exam. I think it will become a very popular certification and a good stepping stone for those "beginners" wanting to get the Black Belt certification.

I believe we will start offering this as a refresher class starting in the fall. We'll be seeking qualified, experiences, ASQ Certified Black Belts as

instructors. If interested, contact Hector Lugo by any means.

The exam will be on the June-December cycles. The BOK can be found at <http://www.asq.org/certification/six-sigma-green-belt/bok.html> and from there you can find other information about it.

SUN COUNTRY REGIONAL SCIENCE FAIR

The Sun Country Regional Science Fair will be held on Saturday, February 25, at the UTEP Memorial Gym. The Gym is located on East Robinson and North Oregon. We would like to invite you to be a judge for the "SPECIAL AWARDS" division. Judges are asked to be at the Gym at 7:45 a.m. and to check in with Dorline Wonciar (821-2132) at the front entrance on Robinson.

Judging will start at 8:00 a.m. for Division III (7th and 8th grades). Sweepstakes judging for Division III will start at 10:45 a.m.

Judging for Division II (9th and 10th grades) and Division I (11th and 12th grades) will start at 10:45 a.m. Sweepstakes judging for Division II and Division I will start at 1:00 p.m.

The awards ceremony will be held at the Undergraduate Learning Center located next to the Centennial Museum. The awards ceremony for Division III will start at 1:00 p.m. The awards ceremony for Division II and Division I will start at 3:15 p.m.

ASQ awards the biggest prize at the Sun Country Regional Science Fair:

Gold - Div. I \$750.00 Savings bond

Silver – Div. I \$500.00 Savings bond

Bronze – Div. I \$250.00 Savings bond

Team First Place – Div. I \$250.00 Savings bond each member

Gold – Div. II \$250.00 Savings bond

Gold – Div. III \$250.00 Savings bond

SUPPLIER MANAGEMENT LEARNING OPPORTUNITIES

ASQ's Customer-Supplier Division is pleased to bring two of its most popular courses to the Houston (Feb. 27 - 28), Dallas / Ft. Worth (Feb. 28 - Mar. 1), and San Antonio areas (Mar. 1 - 2). Quality Audits for Improved Supplier Performance and Supplier Certification: The Quality Link in Supply Chain Management are each 1-day courses, offered on back-to-back days in each of the three cities. While each class has a different emphasis, they are very complementary Supplier Management approaches.

Quality Audits for Improved Supplier Performance is taught by Dennis Arter. Topics addressed in this 1-day course include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

Supplier Certification: The Quality Link in Supply Chain Management is taught by Richard Gould. Topics addressed in this 1-day course include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Significant discounts for early registration (by January 30); attending both courses; or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit <http://www.asq.org/cs/courses>.

CUSTOMER SATISFACTION LEARNING OPPORTUNITY

ASQ's Customer-Supplier Division is pleased to bring its popular two-day course, **Customer – Focused Satisfaction Measurement**, to the Kansas City (April 24 – 25), and Fort Collins areas (April 26 – 27). Topics addressed in this course include:

- Customer – focused foundations
- To measure, or to change?
- Match approach to purpose
- Customer identification
- Characterizing the service process

- Identifying customer requirements
- Customer satisfaction measurement (CSM) surveys
- Mastering service performance

The course is taught by Jeff Israel. Significant discounts for early registration (by March 24); or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit www.asq.org/cs/courses.

AUTOMOTIVE SECTION

HECTOR LUGO

Thank you for your feedback to this “column” and based on consensus from all our participants in the future of the automotive industry, the following is what they conclude:

Low-cost labor in developing countries (China in first place) is making it difficult for many U.S. suppliers to stay in business, especially those relying on labor-intensive processes such as stamping and molding. Hundreds, if not thousands, of stampers and molders already have gone under. This is not a new problem, according to several of our participants. They said that any product for which labor constitutes more than 15% of the value is a candidate for outsourcing.

The 15% threshold applies only to simple products, they noted. Low-labor-cost countries generally do not have the capability to produce complex labor-intensive products such as seats and cockpits. That is why the “only defense a supplier has is to continuously add complexity to the product, and at the same time make it desirable,” they said.

That has been the formula for success at U.S. based companies such as Johnson Controls (JCI) and Lear, they said. Magna is a good example from Canada, they added. Lear is struggling at the moment, but the problems are a reflection of its heavy reliance on U.S. automakers – still more than 60% of its business – rather than its management and technological competency, they added.

See you at the meeting!!!

RE-CERTIFYING AND ASQ CERTIFICATIONS

STEVEN SCHAFFER

Out of a total of 10 members whose [certifications expired December 2005](#), 5 will lose their certifications if they do not re-certify by the end of

June 2006, 0 members re-certification is being processed and 5 members completed their re-certifications.

Out of a total of 7 members whose certifications [will expire June 2006](#), 7 will lose their certifications if they do not re-certify by the end of December 2006, 0 members re-certifications are being processed and 0 members completed their re-certifications.

Some members are already re-certifying early! As long as you have enough points to re-certify early, you can. Your Certifications will be extended 3 years beyond the certification expiration date you currently have. So you don't lose anything by re-certifying early. Out of a total of 9 members whose certifications will expire December 2006, 8 will lose their certifications if they do not re-certify by the end of December 2006, 1 members re-certifications are being processed and 0 members completed their re-certifications.

If anyone has questions on how to re-certify to extend their ASQ Certifications and/or how to synchronize them, if they have more than one, please let me know. Re-certifying by exam now costs more money, since the prices went up January 2005 and is a lot more difficult than re-certifying. You can reach me, the Re-Certification Chair, at 915-612-7392 during working hours and at 915-584-0033 after hours. Both numbers have answering machines and if I don't answer, I will call you as soon as I can. You can also reach me via the Internet at spikequate@cs.com. I am ready to help with any questions you might have about Re-Certifying or about any ASQ Certifications you might have. Call me.

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Our Section is on-line! Make a suggestion – win a FREE meal! <http://asq1401.org>

As you can see, volunteers are always needed in our section; therefore, an invitation to all members to participate in your Section ASQ1401 is extended. Remember, to be involved you just get in contact with somebody in the above list and we explain to you how

good is to sharing stories of you own experience with other members.

Answers for the fill in the blank questions:

61. **Guttman format**
62. **Psychology**
63. **Chi-square**
64. **Control Chart**
65. **Disconnect**

HELP WANTED